

ADSWOOD ROAD SURGERY PATIENT PARTICIPATION REPORT
MARCH 2015

Objectives

To build a balanced and representative Patient Reference Group (PRG) from our Patient Population and for this group to offer feedback periodically about the practice services. It is hoped that their participation will help us review and develop the Practice in line with patient's needs and ensure that patient's feel involved in the future development of the practice.

Setting up our Patient Reference Group

We first set up our PRG in 2011 and we are continually seeking new members by advertising the group via Posters in the waiting room; Leaflets at reception; on our Website; and in Newsletters.

Having failed to find any support for face to face meetings in 2011, we had hoped to set up a 'virtual' PRG where feedback could be gained via email. However, around 50% of our PRG do not have regular access to a computer and we therefore use a combination of email and post to communicate with the group.

Patient Reference Group Profile

As the practice population changes, so does the PRG. At the start of last year we had 61 members. At the end of this year we have 59 members.

	<u>Practice Population</u>	<u>PRG</u>
<u>Sex</u>		
Male	50%	30%
Female	50%	70%
<u>Age</u>		
Age 0 – 16yrs	28%	0%
Age 17 – 54 yrs	54%	64%
Age > 55yrs	19%	36%
<u>Ethnicity</u>		
White	approx. 90% *	92%
Other	approx. 10% *	8%

*we have been able to establish the ethnicity of all our PRG members but our records for the rest of the Practice Population are incomplete. However, from the records that we do hold and our knowledge of our practice population we are able to confirm that this is an approximate breakdown.

We have also tried to include representation from a cross section of patients with differing needs i.e. Carers, patients with learning disabilities etc. and from different socio-economic groups.

Consulting our PRG

We have continued to consult with our PRG from time to time to ascertain their views about services and proposed changes to these services. We have also sought their views on which topics we should focus on in our annual survey.

2011/12 Annual Survey

In 2011/12 46% of our PRG responded to our initial survey and chose to conduct a survey on:-

Tackling Appointments that are Missed (but not cancelled)
Getting an Appointment
Different ways of Communicating with the practice
Easier ways of getting and ordering Repeat Prescriptions
Surgery Premises

The survey was made available to as many patients as we could when they attended the surgery. After analysing the results and consulting our PRG, an action plan was drawn up which led to: publicising our website more widely; encouraging people to keep their mobile phone details up to date; and looking into developing the facility to order repeat prescriptions on line and to book / cancel appointments on line. In addition, we developed a Community Notice Board in the Porch area.

We now also have a Facebook Page.

2012/13 Annual Survey

Results of our initial survey indicated an overwhelming majority who felt we should focus on Repeat Prescriptions.

The subject permitted direct contact with the relevant patient population i.e. users of Repeat Prescriptions. A paper questionnaire was made available for staff to bring to the attention of patients attending the surgery. After analysing the results an action plan was drawn up in consultation with our PRG.

Action Plan Agreed

- Publicise that patients could arrange to order repeat prescriptions via a pharmacy and how to do so.
- Publicise that we planned to change our Clinical system to enable repeat prescription ordering via our website.
- Explain why telephone ordering is considered an unacceptable method.
- Explain why, in general, only one month of medication can be ordered at a time.
- We planned to Publicise this information:-
 - On Notice Boards in the surgery
 - Via the Practice Newsletter
 - On our Website

How the Action Plan has been Addressed

This information was made available in our Practice Newsletter, on Notice Boards in the surgery, on our Website and via our Receptionists explaining the system directly to patients.

At the end of October 2013, our Clinical System was changed to EMIS Web which finally gave us the functionality to set up on-line access for our patients.

We started to register patients for On-Line Access at the beginning of January 2014. We initially set up the facility to make and cancel Appointments and have now set up the facility to order Repeat Prescriptions.

We have advertised the On-Line Access via leaflets given out to patients when they attend the surgery; with Posters in our waiting room, which were kindly produced by one of our PRG members; and via our Website. To date, 220 patients have registered.

Other Consultations with our PRG

In addition to our Annual Survey, we have sought the views of our PRG from time to time on other services and service developments.

- We shared the Department of Health GP Patient Survey and asked for views on our Opening Hours.
- We sought the views of our PRG on Same Day Access for Acutely Ill Children and took these into account when developing this service further. One of our PRG members also produced a Poster for us to help us to publicise this service more prominently.

2013 / 14 Annual Patient Survey

In December 2013 we undertook an initial survey with our PRG by email and post to identify what they felt should be the focus for this year's annual survey.

We asked them to choose 3 areas from the following list in order of priority.

- Clinical Care
- Appointments
- Receptions Issues
- Opening Times
- Website
- Communication Information to patients
- The Premises
- Repeat Prescriptions

We also gave them the opportunity to suggest other areas not listed.

We weighted responses according to 1st, 2nd and 3rd choices. Repeat Prescriptions had an equal score to Reception Issues however, as our previous survey had concentrated on Repeat Prescriptions; and the On-Line Access service was only just being set up; we decided to concentrate on Access and Facilities for this year's survey.

We set up an On-Line Survey on our website. The survey was publicised in the surgery with a Poster and leaflets available at reception, it was also made prominent on the home page of the website. Paper copies of the survey were made available in reception. We wrote to the 22 patients in our PRG that did not have an email address, informing them of the availability of the on-line survey and also enclosing a paper copy of the survey for completing and returning to the surgery. An email was sent to the 23 members for whom we held an email address.

Disappointingly, only 5 people completed the online survey; however, we were able to upload the answers from another 39 completed paper copies. The results were analysed and a report produced as below:-

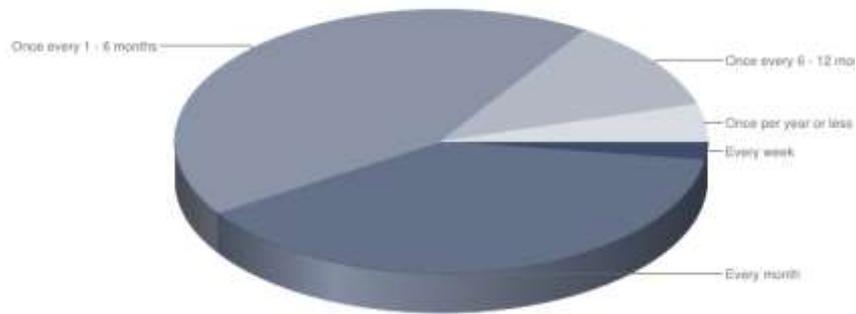
Adswood Road Surgery Survey 2013/2014

We Asked:

"Access and Facilities Survey Introduction Following feedback from our Patient Participation Group we are conducting a survey of your experience using the practice facilities and access to them. We would appreciate your time in completing this survey which should take only a few minutes."

1. How often do you visit the practice?

Single answer question or grid (answers per option add up to roughly 100%)

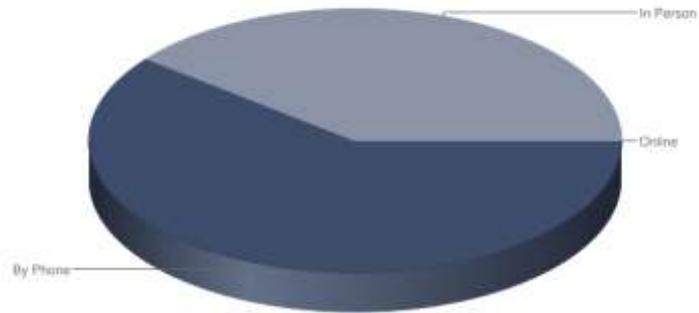


Option:	TOTAL
	(44)
Every week	1 2%
Every month	17 39%
Once every 1 - 6 months	19 43%
Once every 6 - 12 months	5 11%
Once per year or less	2 5%

Base: 44 out of 44 people answered this question

2. Which of the following methods have you used to book your appointments at the practice?

Multiple answer question or grid (answers per row option may add up to more than 100%)

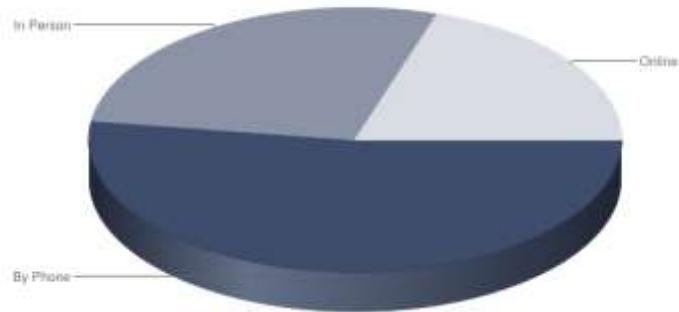


Option:	TOTAL
	(44)
By Phone	37 84%
In Person	24 55%
Online	0

Base: 44 out of 44 people answered this question

3. Which of the following methods would you prefer to use to book appointments?

Multiple answer question or grid (answers per row option may add up to more than 100%)

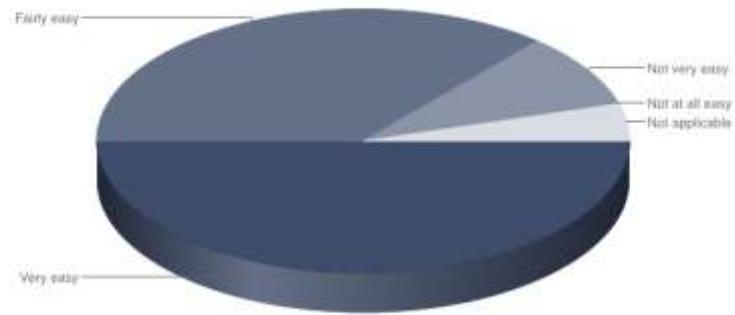


Option:	TOTAL
	(44)
By Phone	34 77%
In Person	18 41%
Online	13 30%

Base: 44 out of 44 people answered this question

4. In the last 6 months, how easy have you found it to get through on the phone?

Single answer question or grid (answers per option add up to roughly 100%)

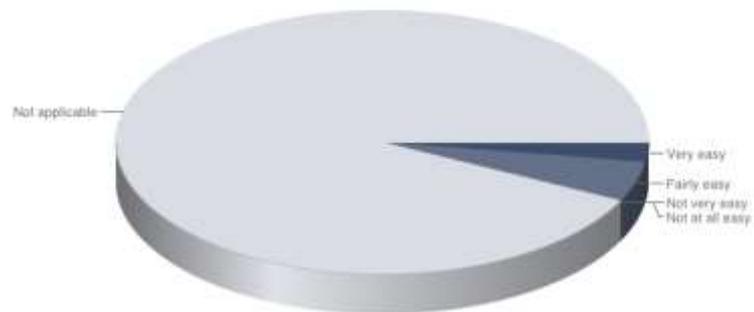


Option:	TOTAL
	(44)
Very easy	22 50%
Fairly easy	16 36%
Not very easy	4 9%
Not at all easy	0
Not applicable	2 5%

Base: 44 out of 44 people answered this question

5. If you have used the online booking service, how easy did you find it?

Single answer question or grid (answers per option add up to roughly 100%)

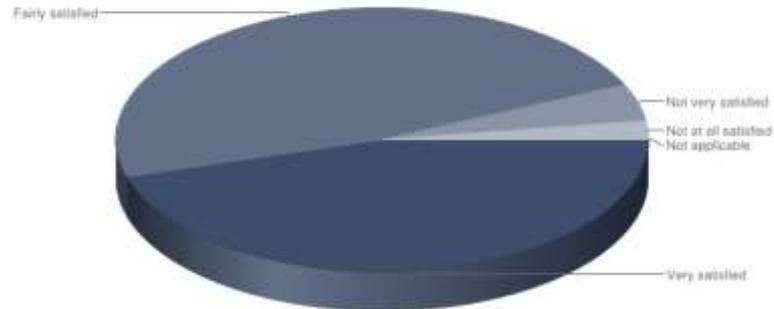


Option:	TOTAL
	(41)
Very easy	1 2%
Fairly easy	2 5%
Not very easy	0
Not at all easy	0
Not applicable	38 93%

Base: 41 out of 44 people answered this question

6. In the last 6 months, how satisfied have you been with your experience at reception and in the waiting room?

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(44)
Very satisfied	20 45%
Fairly satisfied	21 48%
Not very satisfied	2 5%
Not at all satisfied	1 2%
Not applicable	0

Base: 44 out of 44 people answered this question

7. How could we improve the reception and waiting area?

Large free-text box

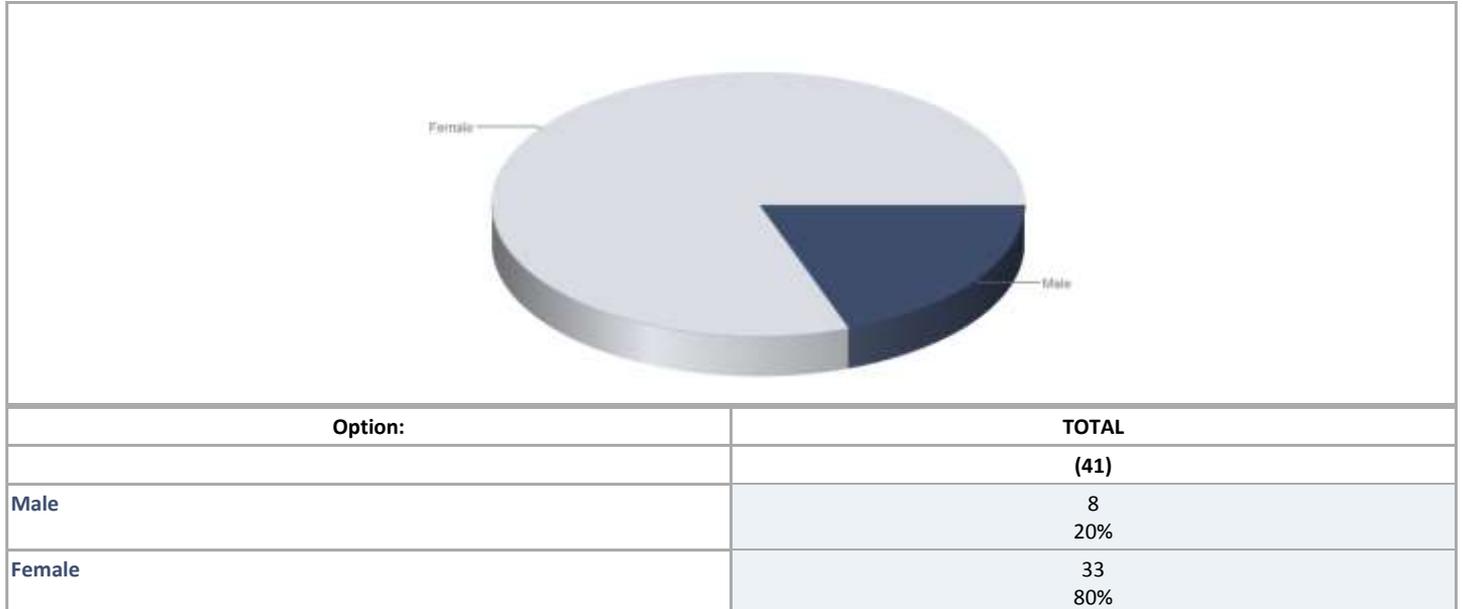
Option:	TOTAL
	(20)
Comments:	<p>Newer and updated magazines and books</p> <p>Ensure that all members of Reception staff maintain the level of politeness towards patients that has always previously been the case.</p> <p>I honestly can see where improvements are needed</p> <p>A few toys or story books for kids. Local people might donate things .</p> <p>N/A think it is fine as it is.</p> <p>Nothing to improve with our visits</p> <p>Reception is fine but the waiting area is rather cold and bare. It would be nice to have a radio being piped through on low volume.</p> <p>Not very much. You are only there a short time.</p> <p>A louder or better system for calling patients and room number.</p> <p>Clearer telecom system</p>

Option:	TOTAL
	(20)
	TV's
	Time - we are called in a bit later than our appointment time Make it a bit more interesting and change the colour
	TV in waiting area Quicker service
	Very good - got my son seen to, because of a woman called Sue at reception. Thank you. Let us know on the wall how long the waiting list is. The waiting room is too small
	Seeing a patient 5 mins a time. The longest you can wait is 30 mins
	TV Newspaper
	Its ok
	By sticking to appointment times and have more for children who are waiting to be seen as they have nothing to play with or read.
	Brighter furniture

Base: 20 out of 44 people answered this question

Are you male or female?

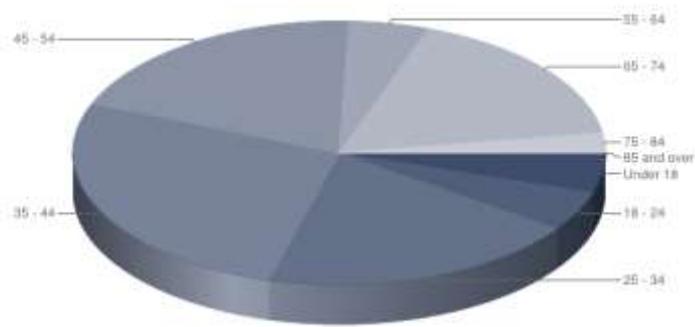
Single answer question or grid (answers per option add up to roughly 100%)



Base: 41 out of 44 people answered this question

How old are you?

Single answer question or grid (answers per option add up to roughly 100%)

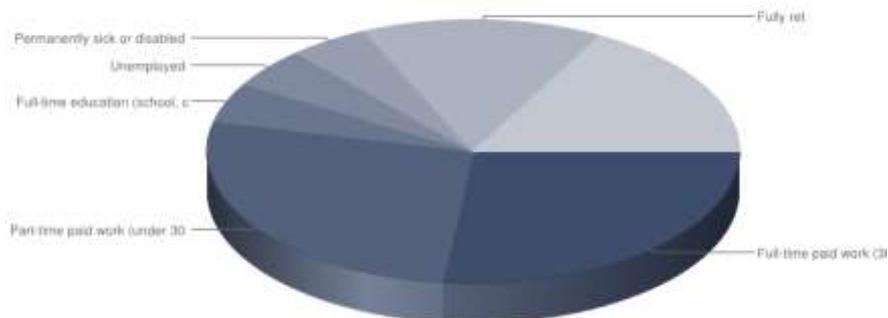


Option:	TOTAL
	(41)
Under 18	2 5%
18 - 24	2 5%
25 - 34	8 20%
35 - 44	11 27%
45 - 54	8 20%
55 - 64	2 5%
65 - 74	7 17%
75 - 84	1 2%
85 and over	0

Base: 41 out of 44 people answered this question

Which of these best describes what you are doing at present? If more than one of these applies to you, please tick the main one ONLY

Single answer question or grid (answers per option add up to roughly 100%)



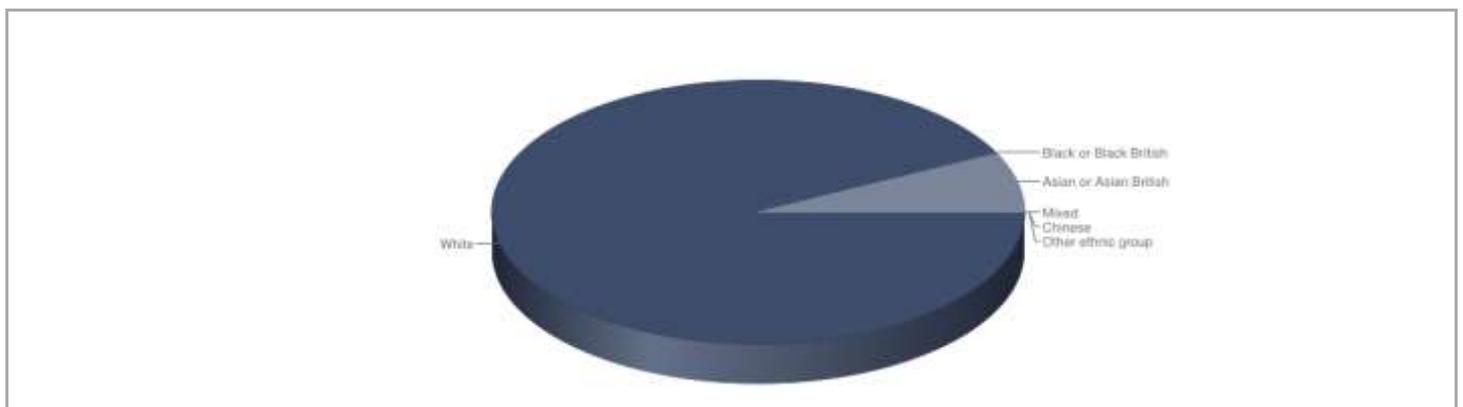
Option:	TOTAL
	(41)
Full-time paid work (30 hrs or more per week)	11 27%

Option:	TOTAL
	(41)
Part-time paid work (under 30 hrs per week)	11 27%
Full-time education (school, college, university)	2 5%
Unemployed	2 5%
Permanently sick or disabled	2 5%
Fully retired from work	6 15%
Looking after the home	7 17%
Doing something else	0

Base: 41 out of 44 people answered this question

Which ethnic group do you belong to?

Single answer question or grid (answers per option add up to roughly 100%)

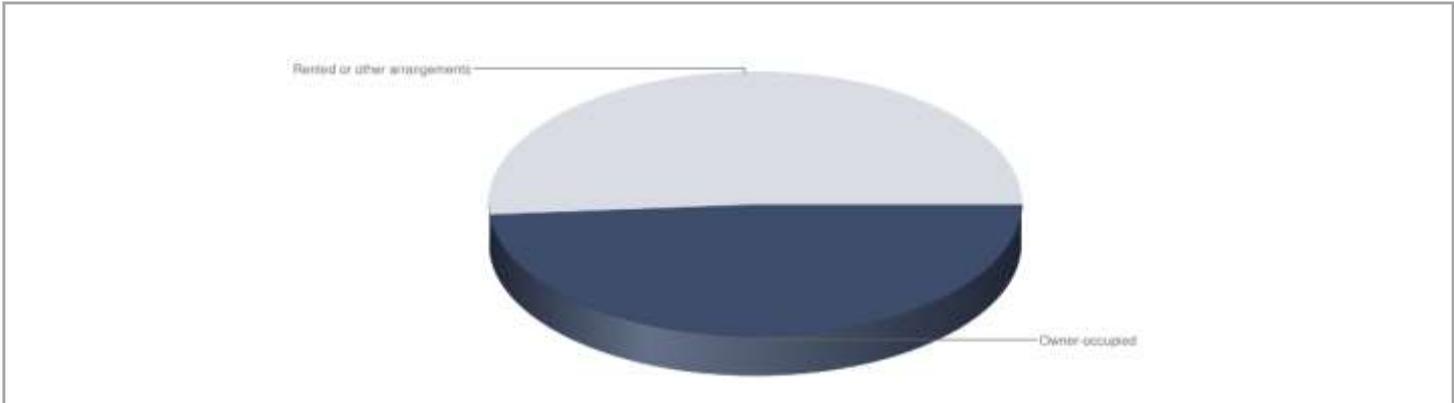


Option:	TOTAL
	(41)
White	38 93%
Black or Black British	0
Asian or Asian British	3 7%
Mixed	0
Chinese	0
Other ethnic group	0

Base: 41 out of 44 people answered this question

Is your accommodation:

Single answer question or grid (answers per option add up to roughly 100%)



Option:	TOTAL
	(41)
Owner-occupied	20 49%
Rented or other arrangements	21 51%

Base: 41 out of 44 people answered this question

PRG Feedback on Survey Results

We wrote to our PRG members outlining the results of the survey and a proposed action plan and inviting feedback and / or suggestions from them prior to finalising and publishing this Action Plan.

ACTION PLAN 2013/14

Booking Appointments

At question 2 none of the respondents stated that they had used the online booking system however, in question 5, 1 patient stated that they had found the online booking service very easy and 2 fairly easy; and at question 3, 30% stated that it would be their preferred method of booking appointments.

We only set up the online access at the beginning of January. We have advertised this on our website and with posters in the waiting room (kindly produced by one of our PPG members, Stephen).

Following last year's survey, the system has now been set up for ordering Repeat Prescriptions online.

We propose to further promote the online access service to ensure that more of our patients are aware of the service.

Getting through on the phone

We intend to replace our current phone system to make it easier to use. We currently have 4 lines into the practice but can only answer 2 at a time so it is down to the hard work of our receptionists that 86% of respondents stated that they found it very easy or fairly easy to get through on the phone.

Our new practice manager is going to make it one of her priorities to chase the new telephone system.

Experience at Reception and in the Waiting Room

93% of respondents stated that they were very or fairly satisfied with their experience at reception and in the waiting room.

Comments related to the atmosphere and facilities in the waiting room. 3 people commented on difficulty hearing the tannoy system and this has also been brought to the attention of staff by patients in the surgery in the past.

We propose to redecorate the waiting area and we will endeavour to update the magazines and books that are available. We feel that our Health Promotion displays are generally eye catching and up to date.

We are looking into alternative call systems in the waiting room. There are a number of options available including a system linked to the proposed new telephone system and tannoy that would hopefully be more audible. There is also the option of a visual display which combines health awareness and practice information and links to clinical systems to call patients both audibly and visually

to their appointment. We will look into the cost of this and functionality with our clinical system.

Some years ago, we were given a TV monitor for Health Promotion and it was stolen on the first night! Piped music does not appeal to everyone either. Toys donated by Sure Start had to be removed on the orders of Infection Control.

Practice Opening Hours

The Practice is open Monday to Friday all day from 08:00 hours to 18:00 hours, offering surgeries during the mornings, afternoons and evenings. We offer later appointments until 19:10 hours on 2 evenings per week. From the 1st April we will also be offering appointments from 07:20 hours on one morning per week.

Patients can access the services by attending in person or by telephoning the surgery on 0161 426 9770. Patients can also book and cancel appointments; and order repeat prescriptions on-line via our website www.adswoodsurgery.co.uk.

Out of Hours GP services are provided to our patients by Mastercall Healthcare.

WHAT WE DID 2014/15 Improvements

Electronic Prescribing

We have now implemented Electronic Prescription Service which is a new way for patients to receive medicines and appliances.

This means:

If the patient collects repeat prescriptions they will not have to visit their GP practice just to pick up their paper prescription. Instead, their GP will send the prescription electronically to the place they choose, saving you time.

The prescription is an electronic message so there is no paper prescription to lose.

The patient will have more choice about where to get their medicines from because they can be collected from a pharmacy near to where they live, work or shop.

If the prescription needs to be cancelled the GP can electronically cancel and issue a new prescription without the patient having to return to the practice – saving them extra trips.

The patient may not have to wait as long at the pharmacy as their repeat prescriptions can be made ready before you arrive.

This was advertised with posters in our waiting room, via our website and Facebook.

Emergency Surgeries

The practice used to have a triage service available to patients each day where a patient would be put on a list and then the doctor on duty would call them back and give them an appointment if necessary. Upon auditing this we found that patients would miss calls from the doctor and also that the doctor was having contact with the patient twice, once for the initial call and a second time if they were brought in for an appointment. It was therefore decided that we would have an urgent on the day surgery. Patients can now call the practice, preferably before 10am and they will be given an urgent same day appointment. This seems to be working very well and patients are happy with this service.

Patient Online Access

We now offer the online services listed below.

- Book and cancel your appointments with your GP.
- Order your prescriptions.
- View your medication history
- View your allergies, adverse reactions and any other items agreed between the individual patient and the Practice.

Patients can request they sign up for this service by completing a registration form which can be obtained from reception.

Family & friends test

By the 1st of December 2014 it is a contractual requirement that all GP practices undertake the NHS Friends and Family Test (FFT). This is a short survey (which will take approximately 1 minute to complete) which will enable us to gather useful feedback from patients who use our services which can then be fed directly back to the staff who provide their care, in simple format, in near real time. It will help identify areas where improvements can be made so practical action can be taken. It will also inform current and prospective patients about the experiences of those who use the practice services. Forms are available in reception and we have an electronic version available on our website to provide feedback and score the surgery. This can be as confidential as you wish. This information is collated on a monthly basis and then uploaded to a central system for monitoring and reporting purposes.

Telephones/Patient Access

In July 2014 we finally replaced our outdated telephone system. With our old system we had 4 incoming lines but were only able to answer 2 lines at a time. Also, when a staff member made an outbound telephone call they would have to use an incoming line which would then block calls coming in from patients. With this new system, each internal telephone has its own outgoing line which means incoming patients lines will no longer be blocked unless there are 2 patients calling. The new system has 2 incoming

lines so and the staff are instructed to ensure the phones take priority to the patients at the reception desk. Now, with the new telephone system, if the surgery is closed the patient can call our new number 0161 426 9770 and their call will go directly to Mastercall Out Of Hours Services. This means the patient will not have to redial when then realise we are closed.

Patients can also contact the surgery via email at www.adswoodreception.nhs.net, this email address can be used for cancelling appointments, routine questions to the GPs and other patient queries.

Reception/Waiting Room

We have fitted a new patient call system in the waiting room which works with the telephone system as patients were concerned they could not hear the old system. Patients seem to be happy with this.

We have redecorated the reception/waiting area to give it a fresh modern look and replaced the flooring with a non-slip clinical floor. We have replaced all the health promotion displays and endeavour to keep them clean, clutter free, eye catching and specific to health promotion so patients do not get bombarded with literature.

Practice Opening Hours

In addition to three late evening surgeries and one early surgery we now have extended access to our Practice Nurses and Healthcare Assistant.

We now have a healthcare assistant available each Thursday from 7.20am and a practice nurse up until 7.30pm each Monday. We hope this will accommodate patients who work.

Finally

Thank you to everyone who has helped us to form our patient group and who has taken the time to respond to our requests for feedback. We hope you feel that you have had an opportunity to help improve and develop the practice for the future.

Report Produced by Julie Rowe – Practice Manager
Dated 31.03.2014